



## Kiosk Owners Save Costs and Improve Customer Service

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### APPLICATION NOTE

#### Executive Overview

According to the findings of a study from London-based Retail Banking Research Ltd., the number of self-checkout terminals had reached 92,600 by the end of 2008. This report was carried out in the first half of 2009 and comprised extensive primary and secondary research indicating that the number of self-checkout units installed globally has increased by more than a 25% since the end of 2007. Moreover, RBR forecasts that by the end of 2014, the number of SCO terminals installed around the world will have more than quadrupled, totaling an estimated 430,000 units.

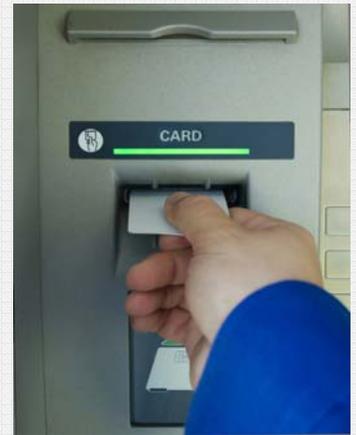
Companies competing in this economic climate need to set themselves apart from their competition and have a business plan in place to control service costs and kiosk downtime. Multi-Link's Power Stone® can be invaluable in eliminating service dispatches. The Power Stone can help you reboot and control your kiosks by simply picking up the phone.

#### The Problem

Convenience provided by self-service kiosks brings greater user demand on each unit. Additionally, self-service kiosks are becoming more and more sophisticated to provide advertising space and even more personalized services. When your kiosk experiences a system lockup, your profits do as well. A power outage or simple software crash can leave a kiosk inoperative until a service technician can arrive to diagnose the problem, most requiring a simple cycling of power. The bottom line: a non-functioning kiosk cannot provide revenue or service and will add to your repair costs.

#### Costs of Service:

Dispatching a technician, especially at off hours can be very expensive. Gas, vehicle wear and tear, and labor can easily result in service cost of \$150/hour or more. Self Storage companies for example, are sometimes



### APPLICATIONS

- Help Desk and Technician 1<sup>st</sup> Line Support
- Remote Equipment Maintenance Support
- Out-of-Band Network Support
- Remote Lighting Control
- Reboot ATM's, Kiosks, Routers, Network Assets
- Check for Remote Power Outages
- Determine Power Status of Remote Equipment



a one or two person operation with limited resources. A power outage or kiosk lock up can devastate a small business owner.

### Limited Resources:

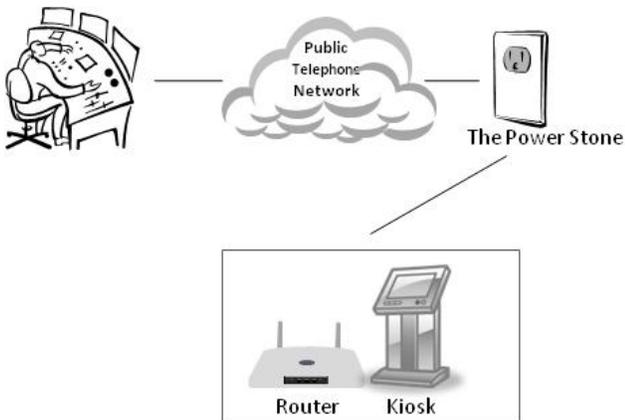
With the fast installation pace and increased usage of new units the availability of support staff is at a premium. In many cases the individual on site only has limited knowledge of the equipment and has other duties that would suffer while attending to the problem.

## The Solution

Multi-Link offers an American-made product that allows you to reset power by phone. The savings in time and more efficient utilization of limited resources will stretch precious budget dollars. The Power Stone provides the unique ability to reboot remote equipment by landline or cell phone and provides ROI with just one use.

### Example 1: Self Storage Pay-As-You-Go Kiosks

A Midwestern self storage company has 65 locations all using a kiosk for many services including new customer registration, lock purchases and



dispensing, bill payment, unit selection and gate access. They estimate they were making up to ten service calls per week. Total time spent on the average trip was two hours per call. They further estimate that lock

ups are responsible for a \$200 per hour loss of potential revenue or a total of \$4,000 each week. Error codes in the kiosk software were locking the systems up, preventing new and existing customers from signing up for services and accessing their property. All in all, they were losing about \$20K each year on these expensive pieces of equipment. Once The Power Stone was installed they reset every unit by phone once a day saving time and increasing rental revenue.

## BENEFITS

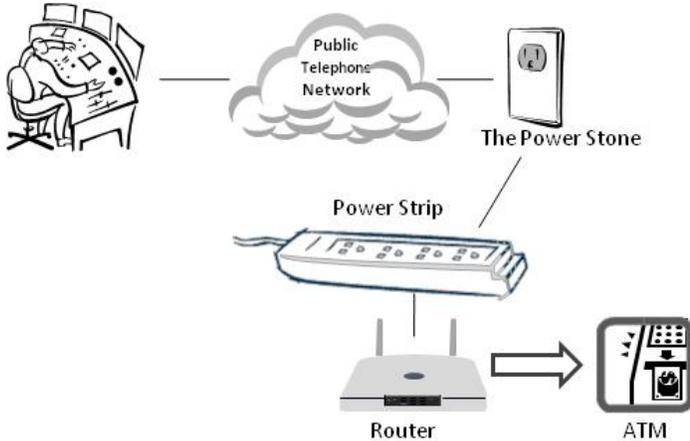
- Saves Money - The Power Stone pays for itself with one saved service visit
- Reduces Downtime - One phone call can correct problem equipment in minutes
- Application Flexibility – Automatic and Manual operations for versatility in a variety of applications

## FEATURES

- Fully Programmable
- Automatic mode
- Manual reboot mode
- 120 volt, 15 amp rating
- Programmable Security Access Codes
- Non-volatile memory
- Remote programming and diagnostics

## Example 2: Automated Transaction Machines

A national bank was losing money when their ATM's continued to lock up. Non-functioning ATM results in loss of revenue from transaction



fees and dissatisfied customers. By installing The Power Stone at hundreds of locations, the bank was able to cut costs immediately on service and machine downtime. The bank was also

successful at renegotiating a new service contract with the service provider substantially lowering service costs.

## Summary

In today's economic environment, ensuring equipment uptime is critical. In the ever growing competition for ATM and Kiosk transactions, customer loyalty is influenced by the proper operation of the equipment. Downtime results in lost opportunities, lost transactions, and lost customers. The Power Stone provides your service personnel with a means of resetting equipment in minutes as opposed to hours. Increase your customer satisfaction while reducing your service costs.

To find out how much money you can save by reducing service dispatches, download the Multi-Link cost-savings calculator at <http://www.multi-link.net>

## The Power Stone® Technical Specifications

- o Model Number: PST59102
- o Power: 120 VAC in (60Hz)
- o Switching Contact: 120/12 VAC 15A with reset breaker 1800W, 600W incandescent
- o Interrupt Modes: Automatic: Rings-to-Trip
- o Manual: Dial in with security code.
- o Switching Auto: Reboot (15 sec off, then on); Toggle (on or off); Power on call then off after hang up + 2 minutes
- o Switching Manual: Key Pad 4 or 6 digit security code command (on/off)
- o Manual Override: Push button (on/normal operation)
- o Power and Relay Status: LED; Remote audible read-back
- o Ringer Equivalence: 1.1B

Multi-Link Power Stone® Customers	Applications
NCR ATM Financial Services ATM Accessories Huntington National Bank Automated Profit Sharing One Point Financial Storage Express Deltronix	Power Stones® for Kiosks ATMs Power Stones® and Power Sticks® on ATMS and sold to resellers Power Stones® for their ATMs Power Stones® for their ATMs Power Stones® for their ATMs Power Stones® for their Kiosks Distributor of Power Stones® to ATM and Kiosks service providers

Some of the Companies Using the Multi-Link Power Stone®	
Bank of America SVI Healthcare Linde/BOC Gases Montana Dept of Transportation Utah Dept of Transportation Medical Center of Bowling Green Rutgers University University of Southern Maine TMC Worldwide	Maximus Multi-Media Deaf-Talk LLC Sparkmatrix Technologies First Energy Duke Energies Consumers Power RCMP King County Facilities Management Prentiss County Electric

## Multi-Link, Inc.

**Multi-Link, Inc.** makes affordable, cost cutting telecom equipment for a wide variety of commercial, government, and residential applications. With 25 years of experience, we have earned a reputation as a leading manufacturer of money saving telecom solutions. Hundreds of companies, from SOHO to Fortune 1000, domestic and international, have installed thousands of our products to reduce monthly telecom and remote site management costs.

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